

E-01345A-08-0172



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM RECEIVED

Investigator: Deb Reagan

Phone: [REDACTED]

2008 OCT - Fax: [REDACTED]

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2008 71956

Date: 10/7/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Jennifer Edwards

Account Name: Jennifer Edwards

Home: [REDACTED]

Street: [REDACTED]

Work: Arizona Corporation Commission

City: Holbrook

CBR: DOCKETED

State: AZ Zip: 86025

is:

OCT - 7 2008

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: n/a

Nature of Complaint:

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Customer sent the following correspondence -

I believe that it is wrong for APS to increase their rates because they have a monopoly on the utilities in our area. Customers do not have the ability to choose between carriers. For this reason, they get all the business in our area. It's hard enough to pay the existing rate. Please do not grant their request. Thank you.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following letter -

Dear Ms. Edwards:

Your correspondence regarding the Arizona Public Service Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though

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constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 10/7/2008

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